

Air Force Materiel Command

War-Winning Capabilities On Time, On Cost
Family Support

Center

**Air Force One
Source**

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U.S. AIR FORCE

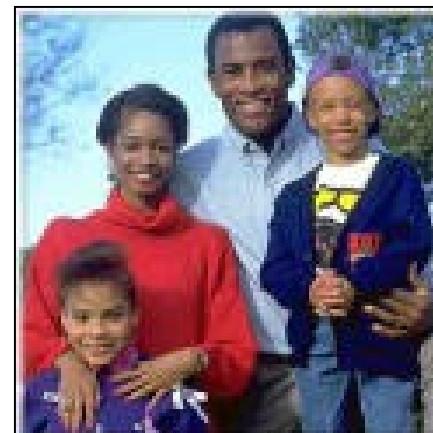
Integrity - Service - Excellence



Air Force Families

AFMC

- **Air Force “Family”**
 - **Military members, both single and married**
 - **Includes AD, Reserve, Guard, retired**
 - **Military family members**
 - **Civilian employees**
 - **Civilian Family Members**





Air Force Families

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- **AFMC Spouses in the Work Force**
 - **75% of Enlisted Spouses**
 - **65% of Officer Spouses**
- **Reasons for Work**
 - **Need Money for Basics**
 - **Saving for Future**
 - **Extra Money to Use Now**





Issues Impacting Airmen & Families



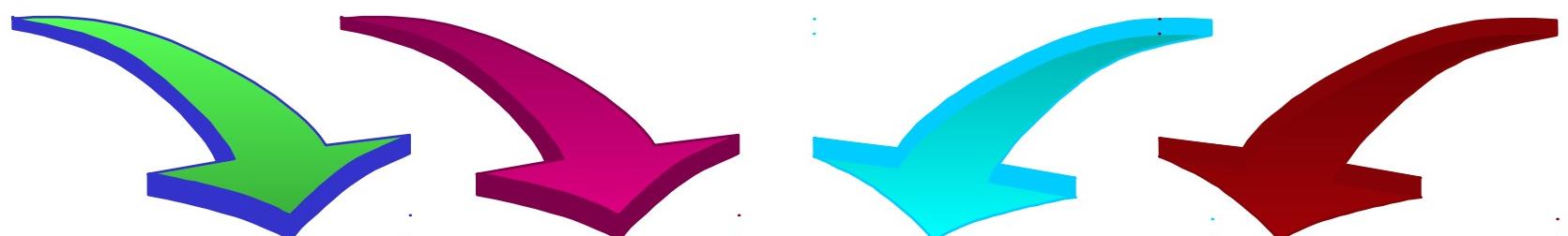
AFMC

Family Separations

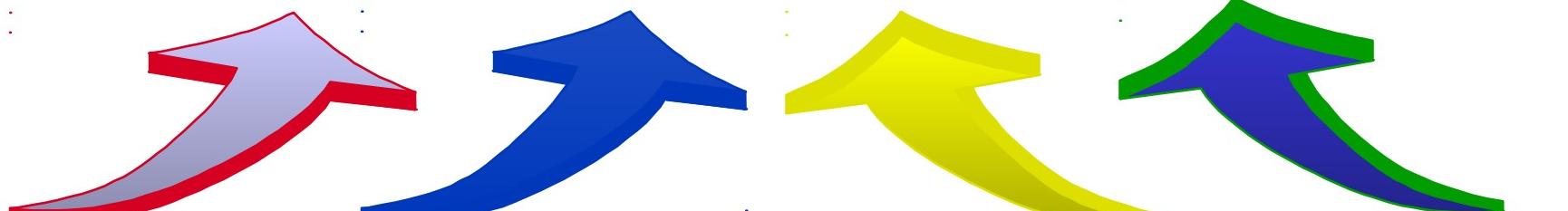
Frequent Moves

Spouse Employment

Operations Tempo



Mission Impact



Financial Challenges

Changing Schools

Family Issues

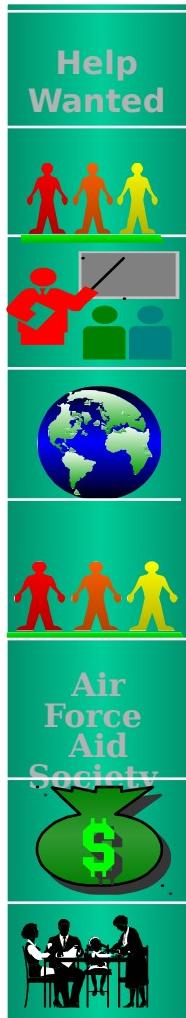
Job Stress



Traditional FSC Services



AFMC



- **Family Readiness**
- **Career Assistance**
- **Family Life Education**
- **Personal Financial Management**
- **Relocation Assistance**
- **Transition Assistance**
- **Volunteer Resource Management**
- **Information and Referral**
- **Air Force Aid Society**



FSC Transformation



AFMC

- Imperatives for Change and Objectives
 - Better ways of providing support to airmen and families is essential
 - Smaller budgets; less manpower
 - Need for consultation with leadership
 - Ensure programs and services meet needs
 - Increase Community Capacity
 - Enhance collaborative service delivery
 - Build community-centered versus activity-based family support
 - Exploit technology to reach the Total Force
 - Move service delivery “from Tail to Tooth”





FSC Transformation



AFMC

- Need for a more agile, flexible response to customer needs
- Each unit will have a work life consultant liaison
- Work/Life Consultant Model based on Community Capacity Theory
- FSC will retain Subject Matter Experts (SMEs); SMEs will consult with units on complex issues





FSC Transformation

AFMC

Foster leadership that understands the
strong families, strong communities, strong Air Force connection between





PFMP

AFMC

- Level of financial readiness and financial fitness of junior enlisted a Congressional interest item
 - AF debt reduction programs have targeted concerns
 - Save security clearances
 - Prepare Total Force members and their families for retirement
 - Oversee consumer advocacy programs and services that defend against high interest loans





PFMP

AFMC

- AF recognizes need for proactive training plan throughout the military lifecycle
 - AF has FSC at each base with <500 active duty
 - Cumulatively provide over 100K personal financial counseling sessions each year
 - Basic Military Training (BMT): averages two hours, stresses lifecycle financial planning
 - Technical Training: averages two to four hours of subsequent financial training





PFMP

AFMC

- Seminars
 - Career Status Bonus Decisions
 - Thrift Savings Plan for Military
 - Budgeting and Checkbook Maintenance
 - Getting Out of Debt
 - Buying Homes/Cars/Insurance
 - Investment Basics
- One-on-one financial assistance
- Feedback when CC or First Sgt refers



Family Readiness



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Standardized Programs/Services



AFMC

- **Minimum standards:**
 - Pre-deployment education
 - Deployment guides/information
 - Email connectivity
 - Via TV phone connectivity
 - Morale calls
 - Outreach to families
 - Needs assessments and information and referral
 - AFAS programs
 - Spouse support groups
 - Reunion briefings/education





Types of Separations

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- Deployments
- Extended TDYs
- Schools
- Remote assignments
- NEOs/Repatriations





Deployment Support

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**Pre-Deployment
Briefings**



**Support During
Deployment**



Reunion



Natural Disasters and Mass Casualty



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Crisis Support

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- Pre-crisis Planning and Preparation
- Initial Response to Crisis
- Assistance to Affected Parties
- Long-term Assistance





Repatriation

AFMC

- **Repatriation/Evacuation assistance**
 - Assist & track families evacuated due to civil unrest and violence
 - Minimizes stress, turmoil and uncertainty
 - Families are met at embarkation point
 - Support coordinated with FORSCOM & Air Force Personnel Center
 - Families Assisted With
 - Filing travel vouchers
 - Submitting special pay/allowance forms
 - Enrolling in support programs
 - Understanding entitlements





Repatriation (Cont'd)

AFMC

- **Repatriation operations & SECDEF authorized departures**
 - FSCs Involved
 - Incirlik/Izmir
 - Russia/Ukraine
 - Tel Aviv, Jerusalem
 - Albania
 - Indonesia, Jakarta
 - Kuwait
 - Saudi Arabia
 - Afghanistan Region
 - Yemen

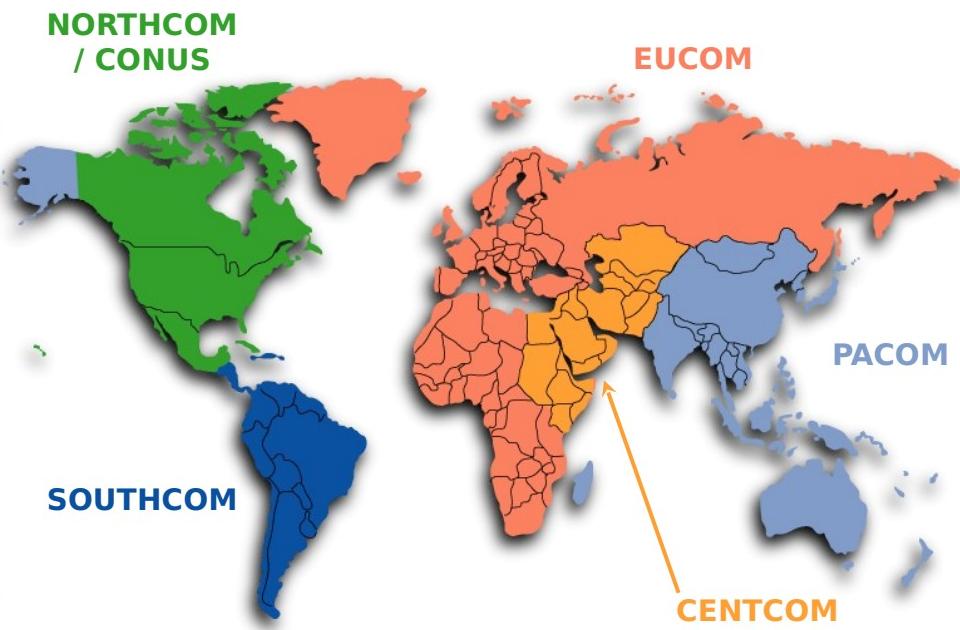




USAF Military Personnel Deployed

In Support of Global Operations

<u>NORTHCOM AOR / CONUS</u>		<u>TOTAL</u>	<u>AD</u>	<u>ANG</u>
<u>AFRC</u>	Perm. Assigned	193,304	242,102	161,72,782
Assigned Pers Deployed		24,411	16,696	5,284 2,431
Deployed Into/Within this AOR		1,128	485	549 94
<u>SOUTHCOM AOR</u>		<u>TOTAL</u>	<u>AD</u>	<u>ANG</u>
<u>AFRC</u>		256	256	0 0
Perm. Assigned		1	1	0 0
Assigned Pers Deployed		353	224	125 4
Deployed Into/Within this AOR				
<u>EUCOM AOR</u>		<u>TOTAL</u>	<u>AD</u>	<u>ANG</u>
<u>AFRC</u>		32,752	32,420	12 320
Perm. Assigned		1,833	1,832	0 1
Assigned Pers Deployed		1,693	684	618 391
Deployed Into/Within this AOR				
<u>CENTCOM AOR</u>		<u>TOTAL</u>	<u>AD</u>	<u>ANG</u>
<u>AFRC</u>		297	294	0 3
Perm. Assigned		3	3	0 0
Assigned Pers Deployed		18,059	14,706	2,295 1,058
Deployed Into/Within this AOR				
<u>PACOM AOR</u>		<u>TOTAL</u>	<u>AD</u>	<u>ANG</u>
<u>AFRC</u>		43,829	38,153	4,534 1,142
Perm. Assigned		2,670	2,566	70 34
Assigned Pers Deployed		1,978	1,711	232 35
Deployed Into/Within this AOR				



<u>USAF TOTALS</u>	<u>TOTAL</u>	<u>AD</u>	<u>ANG</u>
<u>AFRC</u>	556,31	375,36	106,70
Perm. Assigned	9	5	7 74,247
Pers Deployed Worldwide	28,918	21,098	5,354 2,466



Air Force Aid Society

AFMC





Air Force Aid Society

AFMC

- **Official Charity of the USAF**
 - Has helped airmen and their families for 60 years
 - General & Mrs “Hap” Arnold envisioned the need during WWII
- **Increased Challenges to AF Members and their Families**
- **Society Remains Financially Strong**





Air Force Aid Society

AFMC

Total Assistance 2003



Over 30,000 Air Force members and their families received \$22.6M



Air Force Aid Society

AFMC

2003 Top 3 Purposes in AFMC



Vehicle Expenses:
Repair
Insurance
Purchases
Payments



Basic Living Expenses:

**Food
Shelter
Utilities**



Travel Expenses:

**Emergency Leave
Non-Emergency
Leave
Carlson Wagonlit
Travel**

AFMC Received \$2.5M in Total Assistance

24



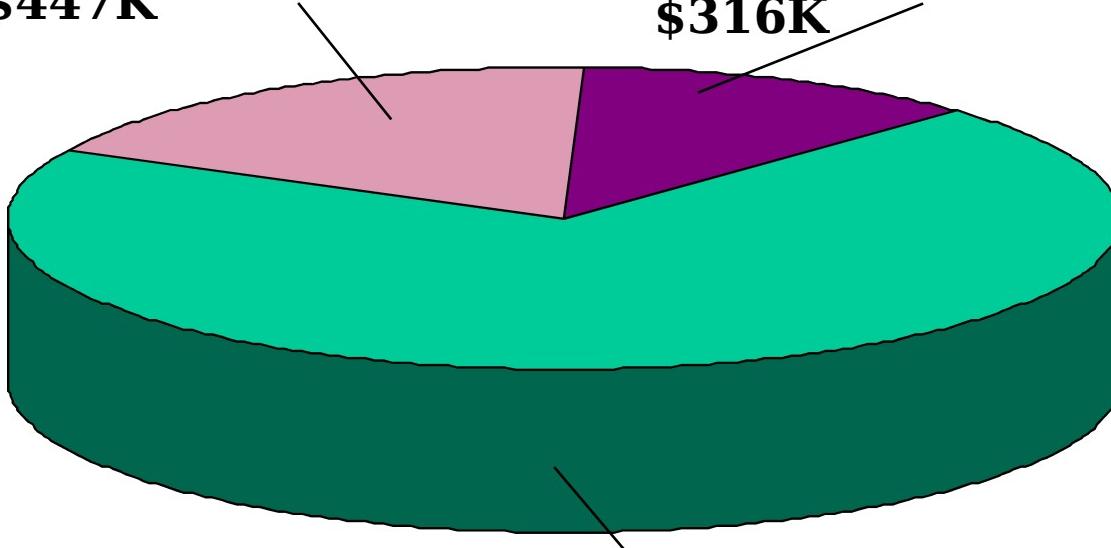
Air Force Aid Society

AFMC

Assistance Given to AFMC Air Force Aid Society Sections

**Education Grants =
\$447K**

**Community
Enhancements =
\$316K**



**Emergency
Assistance Loans
and Grants = \$1.7M**

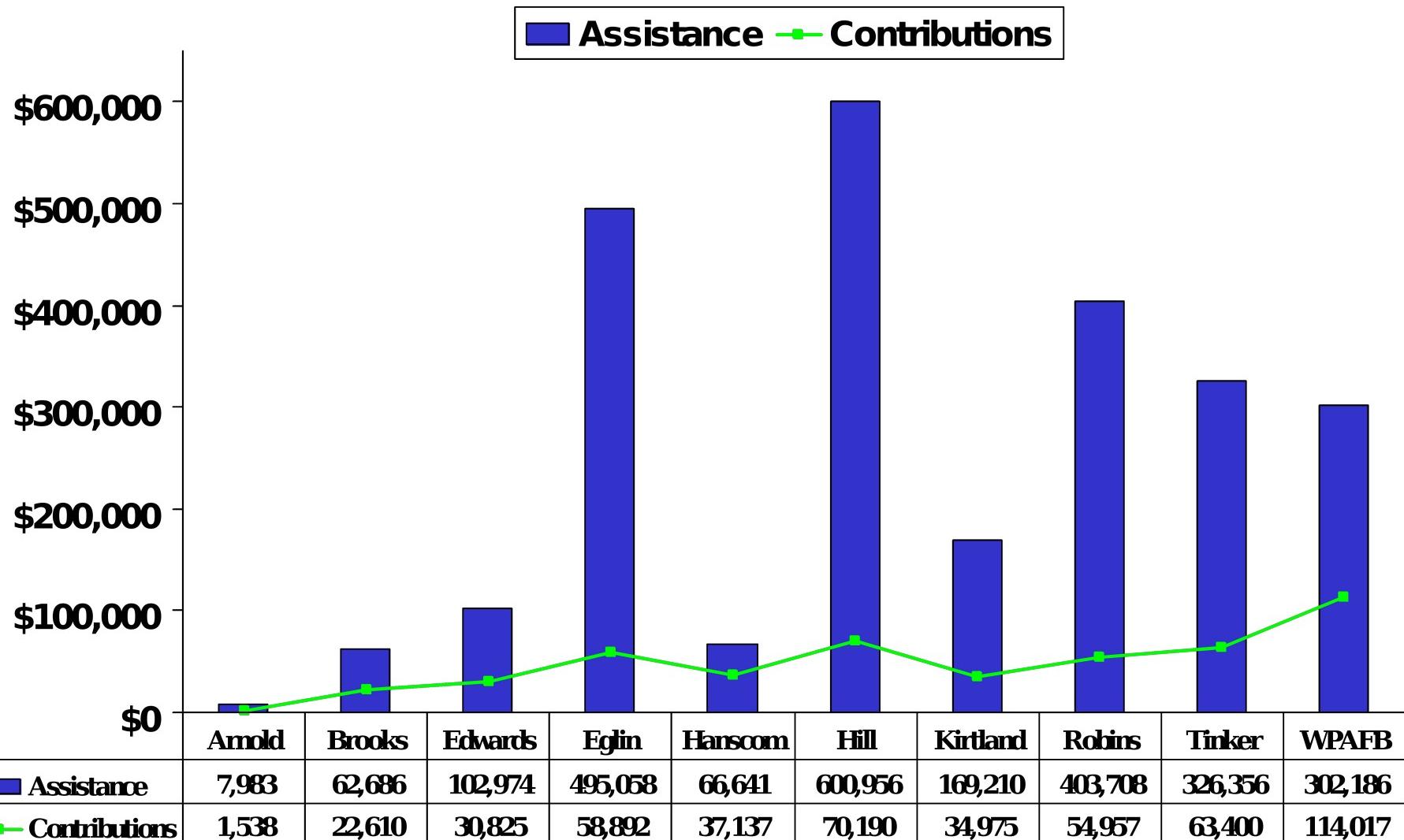


Air Force Aid Society

(2003 Base Statistics)



AFMC



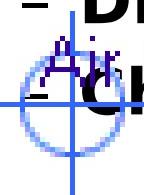


Air Force Aid Society

AFMC



- Also offers several special needs programs:
 - Respite Care
 - Car Care Because We Care
 - Give Parents a Break
 - Bundles for Babies
 - Tuition Assistance
 - Disaster Recovery
 - Child Care for PCS



Air Force One Source



A 24/7 Family Support Resource



What is it?

AFMC

**Extension of
existing base
services**

**Accessed via
telephone or on-line**

AIR FORCE
One Source

**Staffed by
professional
consultants 24/7/365**

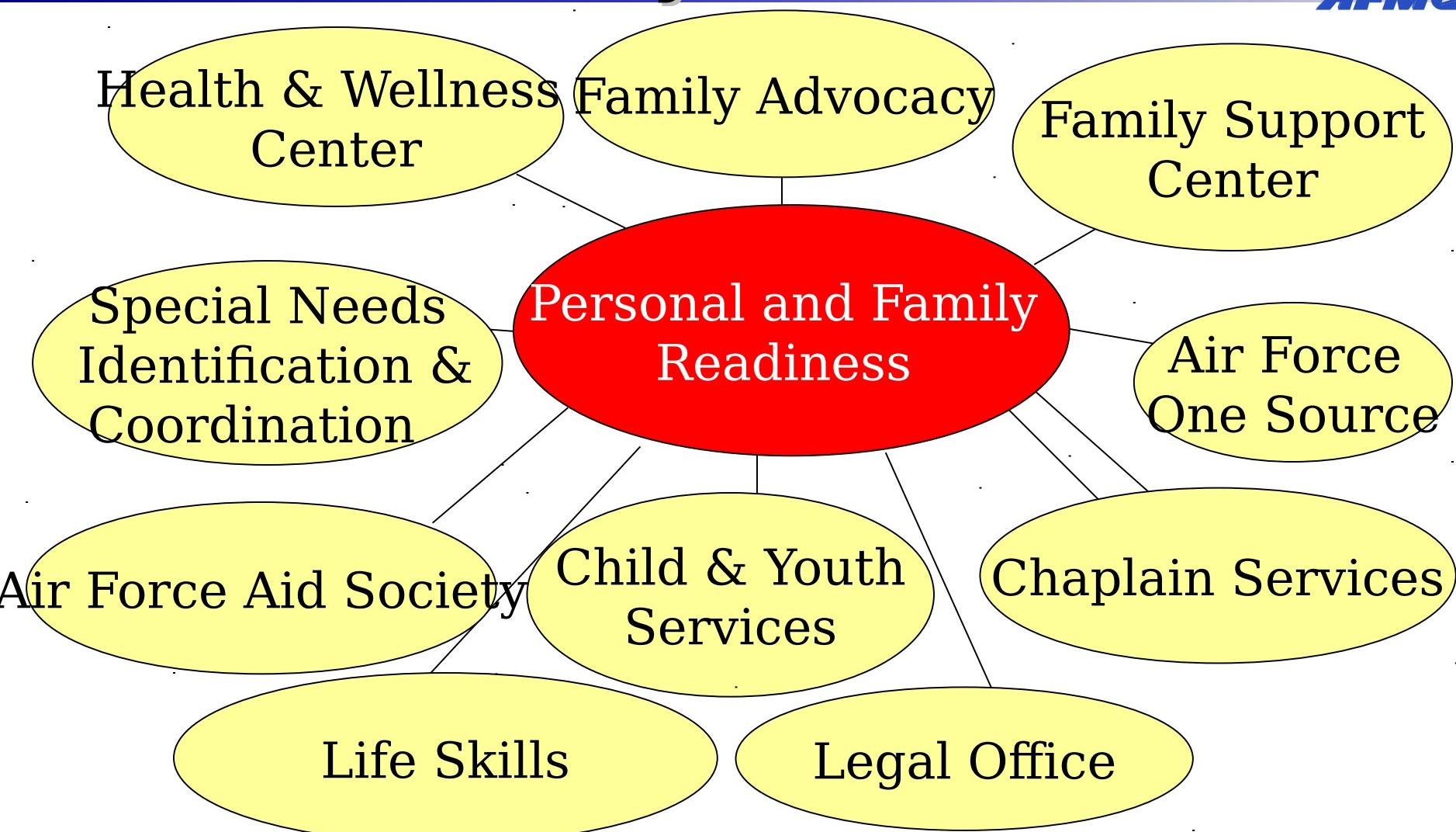
**At no cost to service
members or their
families**



Improving Personal and Family Readiness



AFMC



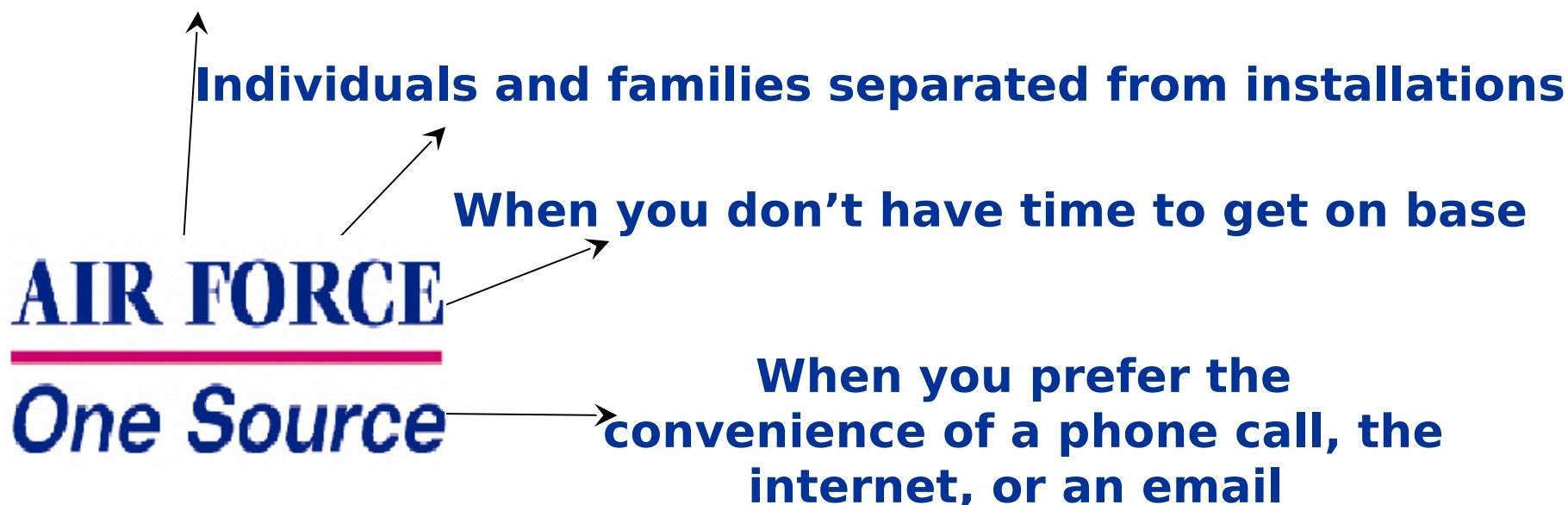


One Source... “Another Resource”

AFMC

Who is an Air Force One Source customer?

Anyone needing support services after hours or on weekend





How the Service Works



AFMC

1

Phone
Call toll-free or collect

2

Consultants
One Source Consultants answer phones live 24/7

3

Research
Our research staff will get the information you need

4

Referral
Consultant may refer to other agencies or resources

5

Follow-up
Within 7 days or as mutually agreed by caller & consultant



Service Scope

AFMC





Service Scope

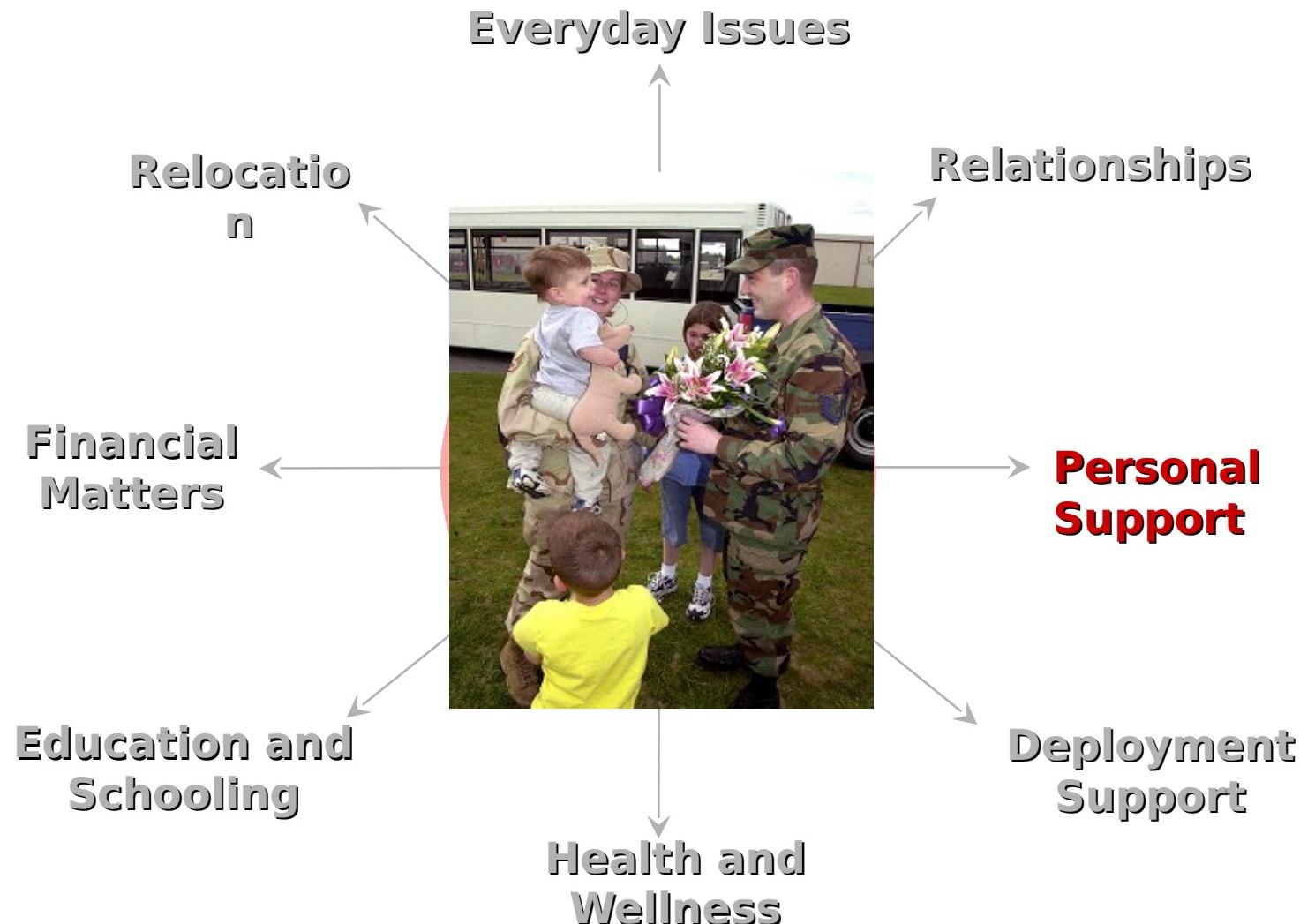
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Service Scope

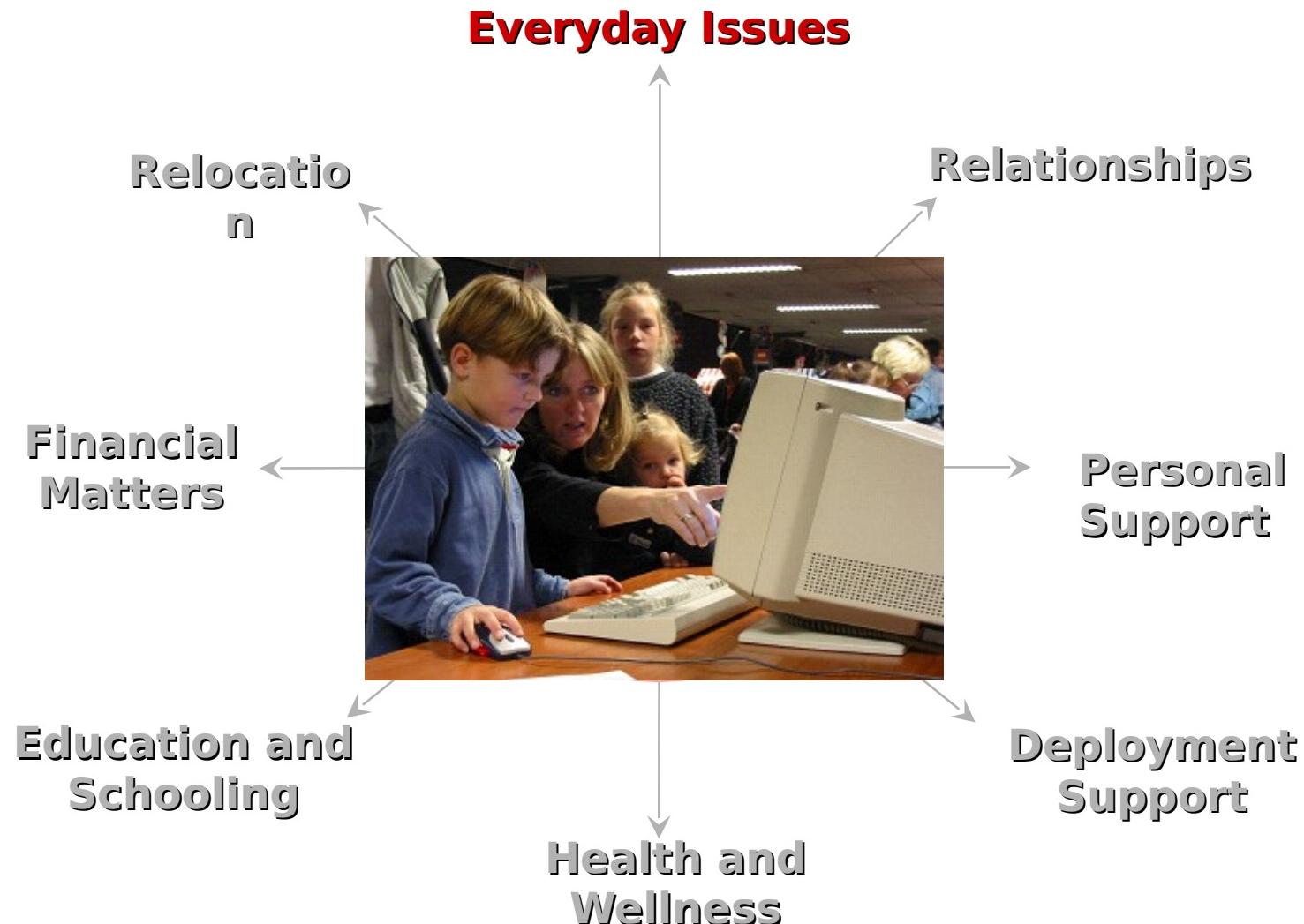
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Service Scope

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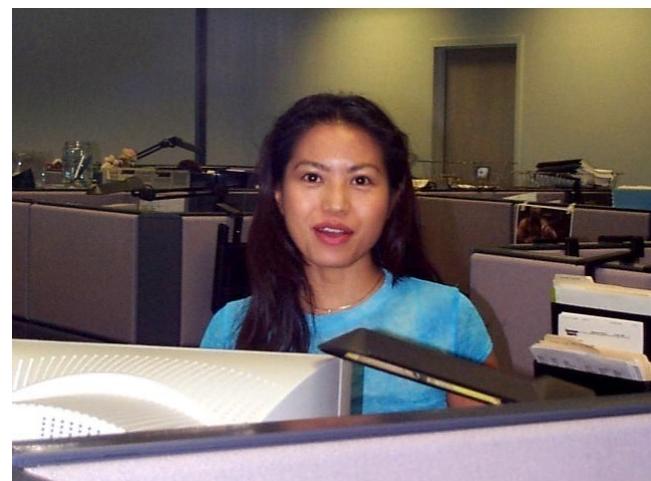




Level of Service

AFMC

- **Professional consultants**
- **Multi-cultural, multi-lingual staff, 140+ languages simultaneously translated**
- **TTY/TDD accessible, on-line accessible for low vision users needing assistive technologies (section 508 compliant)**





Research Team

AFMC

Let One Source do the leg work for you

- **Dedicated research teams knowledgeable in:**

- **Education**
- **Child care**
- **Elder care**
- **Everyday Issues**
- **International**
- **al**



- **Customized research to answer all your questions**



Quality Commitment

AFMC

Committed to the highest quality experience

- Air Force members and eligible participants (spouse, other constituencies) call or request information online
- Phones answered live 24 x 7 x 365
- Follow-up within 7 days or as

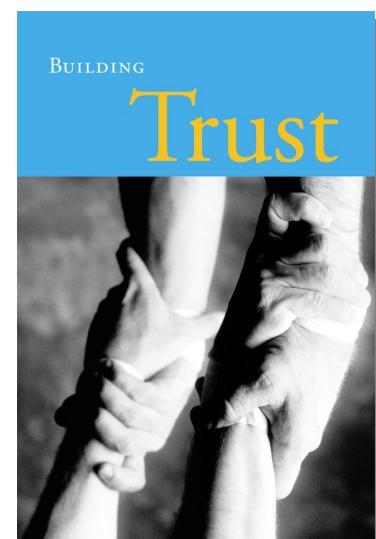
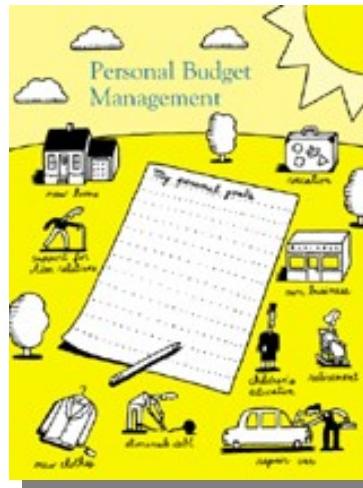
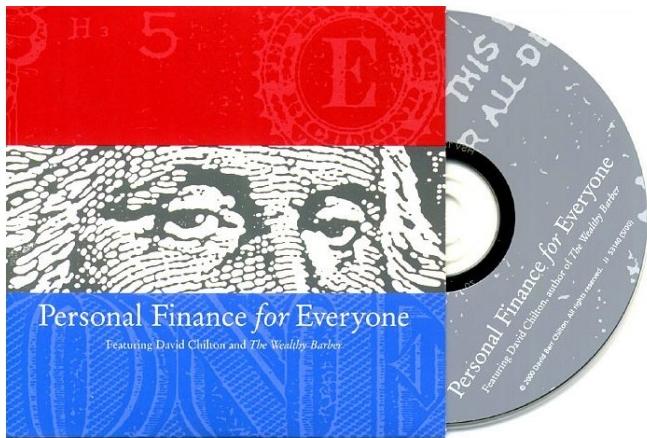
- mutually agreed upon by
- Assured quality with Customer Satisfaction Surveys





Educational Material

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Eligibility & Privacy

AFMC

● Eligibility

- **Active duty and family members**
- **Various service delivery staff**

● Privacy, Reporting and PRP

- **Air Force One Source may be used anonymously for some services**
- **Customers will receive a privacy statement**
- **Warm hand-offs are required**



Assistance Whenever Its Needed



AFMC

Someone will always be there to help

- When shopping for a new car
- When moving to a new town
- When a child won't sleep through the night
- When customers want more time to focus on life





A 24/7 Family Support Resource



AFMC

Contact by phone or online:

- Online at
<http://www.airforceonesource.com>
 - User ID: airforce
 - Password: ready



- From the United States
800-707-5784
- From outside the United States ONLY
800-707-57844 (please dial all 11 digits)
Or Call Collect
484-530-5913
- TTY/TDD
800-346-9188
- En Español
888-732-9020



Summary

AFMC



“Air Force Family”: A group of people working toward a common goal, with a mutual regard and concern for one another. This includes military members of all ranks - married or single - civilian employees of any grade, and members of their immediate families, along with our dependents and their families.



AFMC



**FSCs are the link
between Family
and Mission
Readiness**



Questions?

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